



DOMESTIC VIOLENCE SHELTER PROGRAM SERVICE PLAN FISCAL YEAR 2003-2004

A. BACKGROUND/EXPERIENCE

Please provide an explanation if the answers to any of these four questions are "Yes." (If "Yes", attach relevant letters or documents as a separate attachment)

1. Has the organization's nonprofit status changed?

_____ Yes

___X___ No

2. Has the organization failed or refused to complete a contract during the past year?

_____ Yes

___X___ No

3. Is the organization currently involved in any litigation in connection with a contract?

_____ Yes

___X___ No

4. Is the organization currently delinquent in paying its State/Federal payroll taxes?

_____ Yes

___X___ No

Describe (if "Yes"):

B. SHELTER DESCRIPTION

1. What is the maximum number of beds available at the shelter?

During the past three years, House of Ruth has increased from the original 20 beds to a 30-bed shelter. Shelter stay has increased from 30 days to 45 days.

2. Describe the location of and services provided at the shelter facility:

The project site is one block from the intersection of two major arterial streets, which provides public transportation routes in both the north-south and east-west directions, and is located near a shopping and business district. The address of the facility is kept confidential for the safety of our clients. The residential facility provides space for socializing or watching television, a library/resource room with computer, a group counseling room, several counseling offices, and case managers' offices. Space for the children includes a playground area with play equipment, a children's counseling room, a children's program room with space for arts and crafts and group activities for older children, and a toddler room for children under the age of 4 years. The building has a large laundry room with 5 washers and 4 dryers and a 1,400 square foot commercial size kitchen and dining room. The kitchen is equipped with two ovens, two large stoves, a new walk-in refrigerator, and a commercial dishwasher. The dining room overlooks a large secluded outdoor area, with tables and chairs, providing a place for families to eat, talk and play. Safety measures include a state of the art security system and 24-hour staffing. Residential programs and services are free of charge.

3. How long has the agency's shelter program existed? 25 years

C. OUTREACH CENTER DESCRIPTION

1. Describe your agency's outreach/drop-in center (including location):

House of Ruth has two outreach facilities in which walk-in services are provided. The Pomona outreach facility is located at 599 N. Main Street, Pomona. The office is one block north of Holt Avenue and one block west of Garey Avenue. The 11,000 square foot facility houses the walk-in service center and the agency's business office. House of Ruth owns the Pomona facility. A second outreach facility is located in San Bernardino County. The San Bernardino County office is located at 120 San Antonio Avenue, Ontario, two blocks north of Mission Avenue, at the corner of San Antonio. The San Bernardino County facility is leased. Both centers are open from 9:00 to 5:00 PM Monday through Friday. During hours when the facilities are closed, battered women can call House of Ruth's 24-hour emergency hotline for assistance.

2. Describe the services provided at outreach/drop-in center:

Services at the Outreach offices include:

- **Group and Individual Counseling Services:** Counseling is provided to battered women in English and Spanish by trained domestic violence counselors and professional counseling staff. Individual counseling occurs on a short-term basis (five sessions) for immediate crisis and on a longer-term basis (unlimited sessions) for women who need ongoing support. Support groups occur on site once a week.
- **Crisis Intervention on the Hotline:** House of Ruth's 24-hour emergency hotline is the entry point for all House of Ruth services. Through the hotline, battered women receive crisis intervention and referral to House of Ruth walk-in services, access to shelter, and referrals to other service providers.
- **Information and Referral:** All program staff provide clients with information and referral to resources outside the scope of House of Ruth's services. A referral manual containing information on more than 350 other service providers is updated annually.
- **Legal and Social Services Advocacy:** Battered women are provided with current information on divorce, child custody, child support, and immigration issues. House of Ruth staff advocates on behalf of clients through the district attorney's office, local police departments, hospitals, the courts, child protective services, welfare offices, and other domestic violence agencies. Case Managers provide advocacy to women who are transitioning from welfare to work and are experiencing domestic violence related barriers to self-sufficiency.
- **Emergency Food, Clothing and Household Items:** House of Ruth's food pantries at the outreach facilities provide emergency supplies of canned/boxed food, baby formula, and diapers at the outreach offices. Personal care items such as soap, shampoo and toothpaste are generally available. Because of limited on-site storage space, clients needing assistance with clothing are directed to a local church with whom House of Ruth maintains a close working relationship. House of Ruth stores and provides new and used business clothing for women participating in the transitional services program. Clients are connected to donors who can provide furniture and appliances.
- **Community Education:** Community education is provided to groups and organizations based on staff availability. Community education includes domestic violence training for medical and law enforcement staff, high school dating violence presentations, workplace violence presentations, presentations on domestic violence to other social service organizations, and presentations about House of Ruth services to community groups.
- **Latina Outreach:** House of Ruth provides education and counseling to the monolingual Spanish speaking population. The Spanish speaking Outreach Counselor provides individual counseling and support groups to monolingual Spanish speaking women at the Pomona Outreach office, the West End Outreach office, and the temporary restraining order clinics. A pager system has been implemented that gives Spanish language capability to the hotline 24 hours a day. Spanish speaking staff carry the pager at scheduled times and can be reached to assist Spanish speaking women on the hotline when needed. In addition, Spanish speaking staff are available to provide Spanish language presentations on domestic violence in Spanish speaking communities. Program materials are available in English and Spanish.

- **Transitional Services:** Women living in emergency shelters, transitional shelters, and unstable living environments are provided transitional services at House of Ruth's outreach facilities. Battered women are provided with housing and employment assistance, self-sufficiency workshops, basic computer training, GED assistance, and help with obtaining affordable childcare.
- **CalWORKs Services:** House of Ruth provides services at the Ontario and Pomona Outreach facilities to assist battered women in overcoming the barriers that prevent them from successfully participating in the CalWORKs Program and attaining self-sufficiency. Services include case management, legal advocacy, and self-sufficiency services.
- **Parenting Classes:** House of Ruth offers parenting classes two times a year at the Ontario Outreach facility and weekly parenting classes at the Pomona Outreach facility. The parenting classes are available to women residing in the emergency or transitional shelter, and to women participating in any of our other programs.

3. Please indicate hours of operation for your agency's outreach/drop-in center on the chart below:

Day of the Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Availability (Ex: 8 a.m. to 5 p.m.)		9 AM to 5 PM	9 AM to 5 PM	9 AM to 5 PM	9 AM to 5 PM	9 AM to 5 PM	

D. PROGRAM SERVICES AND SERVICE DELIVERY TARGETS

1. Indicate the number of adults and children you will be able to serve in the shelter during the contract year.

Adults 40

Children 68

2. Project the number of hours clients will receive in services during a contract year.

Client hours 8,340

Shelter Hours 29,190

3. Which of the following services will be provided to victims of Domestic Violence during the contract year? (Provide a detailed description of these services)

a. Intake and admission to the shelter on a 7 day per week, 24 hours per day basis.

X Yes

 No

Describe:

Intake to shelter occurs through the 24-Hour Emergency Hotline. During the hotline call, the Hotline counselor determines whether or not emergency shelter is needed. The caller is then referred to the on-duty Shelter Advocate for further screening. The Shelter Advocate and a shelter supervisor determine on a case-by-case basis if intake to shelter is appropriate. Intake is determined by the eligibility of the caller and on space availability. In order to be eligible for shelter services the woman must have been battered by an intimate partner. Due to safety concerns, a woman is eligible for shelter at House of Ruth only once. If a client calls needing shelter a second time she is referred to another agency. After assessing a client's eligibility, staff assesses a number of other factors to ascertain if we are the best program to meet her needs. Issues addressed include safety concerns, the woman's physical and mental health, drug and alcohol history, available resources and her ability to function in a communal environment. House of Ruth will make every effort to accommodate all battered women, especially those with special needs. Decisions are based on a client's safety, her need for shelter, and whether or not her specific needs can be met at House of Ruth. For example, if a client's mental health or substance abuse problem is too severe to allow her to make use of the information and counseling we provide, she may not be accepted into shelter. Appropriate referrals are made if a client has issues beyond the scope of House of Ruth services.

b. A crisis hotline 7 days per week, 24 hours per day. Identify if program staff or trained volunteers will operate the crisis hotline?

X Yes

 No

Describe:

For nearly 26 years, House of Ruth has operated a domestic violence hotline. The Community Services Director has primary responsibility for the hotline. The hotline is staffed by trained domestic violence counselors 24 hours per day, 7 days per week. Volunteers supplement staffing on a time available basis. Each counselor and volunteer has completed the State mandated 40-hour domestic violence training and has with her a comprehensive referral manual developed by House of Ruth. Hotline counselors are trained listeners, and can facilitate access to a variety of services. They provide the gateway to all House of Ruth services, including intake to the shelter. All calls are completely confidential and callers can remain anonymous. Bilingual staff and volunteers provide hotline response through a pager system on a 24-hour basis for Spanish speaking callers. All staff and volunteers who answer the hotline have attended a Spanish language training in order to be able to take a safe phone number and a time when the caller may be contacted. One third of House of Ruth staff are bilingual English/Spanish. Program materials are provided in English and Spanish.

c. Temporary housing and food facilities.

☒ Yes

☐ No

Describe:

House of Ruth's Emergency Shelter Program provides immediate intervention for women experiencing intimate partner violence in their homes. The shelter is staffed 24 hours a day, seven days a week. Initial contact with victims is through the 24-hour Crisis Intervention Hotline, which is staffed by trained domestic violence counselors. Women can stay at the emergency shelter with their children for up to 45 days and are provided with a wide variety of services. Each client is assigned a case manager who works with her to set goals and develop a service plan. The case manager and client meet at least twice a week for support, referral, problem solving and follow up. Shortly after arriving at the shelter, clients also meet with the shelter counselor. The counselor takes a thorough psychosocial history on each client and sets up weekly appointments for individual counseling. Residents also participate in counseling groups while in shelter. Groups include mother's support, domestic violence education, self care, conflict resolution, women's support group, mommy and me groups for mothers and their children, journal workshops, and "A Window Between Worlds" art group. All services at the emergency shelter are provided free of charge.

After women have completed the emergency shelter program, they may have an opportunity to apply for House of Ruth's Transitional Living Program. During this phase of their services, women may attend school, they may be working, their children attend public schools, and they continue with counseling and support groups. They continue to work with the same case manager that they worked with in the emergency shelter. While there is no fee for this program, women are required to save 30% of their income. Each woman's stay in the transitional shelter is different, and service plans are completely individual. The maximum time a woman may stay in transitional shelter is 24 months.

d. Psychological support and peer counseling.

☒ Yes

☐ No

Describe:

Counseling – House of Ruth provides counseling services for battered women and their children at the shelter and the Outreach offices. Under the supervision of the Director of Counseling services, paraprofessionals staff provide crisis counseling, support groups and short-term individual counseling. Pre-licensed and Licensed counseling staff provide groups and long term individual counseling. Counseling services are designed to empower battered women with information about domestic violence and how it has affected them and their children. The emotional impacts of domestic violence on the woman, such as Post Traumatic Stress Disorder, depression, anxiety and fear are also addressed. Emphasis is placed on respecting and affirming the skills each woman already has and to encourage her existing commitment to protect herself and her children from further violence. Childcare is provided for women attending support groups and may be provided as available for individual sessions.

Peer groups – House of Ruth provides support groups at each of its locations. All support groups are facilitated by either a paraprofessional or a professional counselor who has completed the 40-hour State mandated domestic violence training. House

of Ruth has the capacity to provide support groups in other locations as well, specifically for victims of domestic violence. Support groups are well attended and provide much-needed relief from the isolation that so many battered women experience.

Children's counseling - House of Ruth provides para-professional counseling to children of battered women who are residing in the emergency shelter. Children's program advocates conduct intake interviews with each mother in the shelter. Activities are designed to meet the children's developmental needs. Staff also assess for child abuse, neglect and the degree of exposure to violence. All staff are mandated child abuse reporters. As the need arises, pre-licensed and licensed counseling staff are available to provide individual and family therapy. Paraprofessional staff provide age appropriate activities, including support groups, therapeutic play and individual support to mothers.

Parenting training – Battered women face many challenges as parents. Their parenting styles may be reactive rather than proactive. As they begin to heal from the violence, they may become more aware of the needs of their children. They often want to provide their children with new and more effective forms of discipline. House of Ruth offers parenting classes twice a year at the Ontario Outreach Office. CalWORKS participants are encouraged to attend. House of Ruth also offers weekly parenting classes at the Pomona Outreach office that is open to women who are in shelter and to women who are participating in any of our Outreach programs. DV classes and skills workshops are provided by Case Managers at the Pomona outreach facility.

- e. Ensure school aged children continue their education during their stay in the shelter as required by the Education Code by making arrangements with schools, providing lunches and transportation as necessary, or taking other actions as required.

 X Yes

 No

Describe:

House of Ruth's Children's Program at Shelter is designed to address the immediate needs of all children who come to the emergency shelter, including their education. A certified home school teacher from a local school district provides all children 6 years and older, assistance with class work to keep them current with school. The program is similar to home schooling and is provided to shelter children five days a week. The teacher is on site at the shelter for two hours each afternoon, Monday through Friday. A House of Ruth children's advocate assists the children with school work as needed during evening children's groups. Children are provided lunch at the emergency shelter.

Children residing with their mother's in the transitional living shelter, attend public school. Some schools are within walking distance for the children. Public transportation is available. Women may use their own vehicles to transport their children to school. The Children's Program Coordinator introduces herself to the school as each new child is enrolled, and insures that the school is aware of the child's circumstance. She may also accompany a mother to school if there are issues that must be addressed, acting in a support role. She will address safety issues with the school, such as not having the child's picture displayed with the pictures of other children, because of the confidentiality issues involved. Food is provided by House of Ruth for all women and children in the residential programs. Mothers may pack lunches for their children or take advantage of hot lunch programs at the schools. Low income families are eligible for the school's free lunch program.

- f. Emergency transportation to the shelter and when appropriate, make arrangements with local enforcement agencies for assistance in providing such transportation.

 X Yes

 No

Describe:

In order to ensure that battered women and their children arrive safely at the shelter, House of Ruth provides emergency transportation to all families entering our facility. When telephone shelter intake is completed, victims of domestic violence are instructed to go to the lobby of either one of two local Police Departments. Shelter staff problem-solve with the woman and offer suggestions if she is unclear about how to get herself and her children to the safe pick-up point. Once a client arrives at the pick up point, the Shelter Advocate contacts a Transportation Volunteer to pick up the family and bring them to the shelter. Staff is available for backup if a Transportation Volunteer is unavailable. In rare instances staff may choose to have a client brought to shelter via taxi-cab. Transportation volunteers are also called for emergencies other than intake. If a situation develops where a woman is no longer safe at House of Ruth (for example, she is found by her batterer,) she is brought to another shelter by a staff member or a transportation volunteer. Staff members or volunteers also provide

transportation for medical emergencies not requiring a 911 call. Bus tokens are available to clients for non-emergency transportation.

- g. Refer residents to existing services in the community as appropriate, and follow-up on the outcome of such referrals.

 X Yes

 No

Describe:

Battered women receive referrals to other service providers via the hotline, shelter, outreach offices, and transitional services project. In addition, as part of the San Bernardino County CalWORKs program, House of Ruth staff are co-located at the Ontario and Rancho Cucamonga TAD offices. House of Ruth staff are able to provide on site assistance to battered women in the CalWORKs program including referral to other service providers.

A referral manual compiled by the agency is updated yearly. The manual contains over 350 community resources and service providers. Referral manuals are given to all staff and volunteers so that they can maximize the number of referrals offered to the women. In addition, House of Ruth maintains signed working agreements with more than 80 service providers in the community to whom women are referred for services. For example, a cooperative working relationship with Tri City Mental Health Services provides for a referral process that gives women and children at House of Ruth's emergency shelter immediate access to Tri City's services including medication assessments. Tri City refers clients with domestic violence issues to House of Ruth for counseling services. A similar arrangement exists between House of Ruth and Prototypes, a provider of substance abuse services.

Counseling referrals may be made for a variety of reasons including proximity of the clients' living situation to a resource, transportation issues, and clients' counseling preference. Counseling referrals may be made when staff assessment and consultation with the Director of Counseling determine that the client may need assistance beyond our scope of service or for issues that are significant but not related to domestic violence. In these cases, referral is made to local therapists in the community.

Case managers follow up on the outcomes of referrals for existing clients. We do not follow up on referrals made via the hotline or on referrals made to clients after they exit the program. All referrals made to clients are tracked on service tracking sheets and entered into a database for reporting purposes. Case notes, referrals, and follow up information are kept in the client's personal file as documentation of services provided.

- h. Outreach/drop-in center to assist victims of domestic violence who have not yet made the decision to leave their homes, or who have found other shelter but who have a need for support services.

 X Yes

 No

Describe:

House of Ruth operates two business centers. The West End Outreach office, serving San Bernardino County, is located at 120 S. San Antonio Avenue, Ontario. Hours are Monday through Friday, 9 a.m. to 5 p.m. This location is easily accessible by public transportation. Pomona Outreach services are provided in House of Ruth's facility, at 599 N. Main Street, Pomona. Hours are Monday through Friday, 9 a.m. to 5 p.m., and some evenings for scheduled support groups and training. The location is easily accessible by public transportation and is convenient to two major freeways. Business center operations and staff are supervised by the Community Services Director. These offices provide services for walk-in clients, post-shelter clients, and those not requiring shelter.

The West End Outreach Office is staffed by San Bernardino County CalWORKs staff, a Children's Advocate, a Women's Counselor, and an Administrative Assistant. Pomona Outreach staff include the Community Services Director, the Community Services Assistant, a Child Care Provider, A Women's Counselor, a bilingual Women's Counselor, the Volunteer Coordinator, the Prevention Project Coordinator and Youth Educator, Los Angeles County CalWORKs staff, and Transitional Services staff.

E. OTHER DOMESTIC VIOLENCE SERVICES

1. Will the following services, to the extent possible and in conjunction with existing community resources, be provided or arranged for during the contract year? (Please explain any "No" answers)

- | | | | |
|----|--|------------------|------------------|
| a. | Medical Care. | <u> X </u> Yes | <u> </u> No |
| b. | Legal Assistance. | <u> X </u> Yes | <u> </u> No |
| c. | Psychological Support. | <u> X </u> Yes | <u> </u> No |
| d. | Information regarding re-education, marriage and family counseling, job counseling and training programs, housing referrals and other available social services. | <u> X </u> Yes | <u> </u> No |

Describe (if "No"):

2. What criteria will victims of Domestic Violence be required to meet in order to be eligible for program services? Include criteria for both children and adults.

Emergency and Transitional Shelter:

To be eligible for House of Ruth's residential programs, battered women must have immediate safety issues due to domestic violence, have the ability to live in a group living environment, be sober during residential stay, and agree to comply with shelter/house rules. Commitment to program participation is part of the eligibility assessment. Women requesting emergency shelter must have been battered by an intimate partner.

Battered women applying for residency in House of Ruth's Transitional Shelter, must be exiting from a domestic violence emergency shelter. A commitment to sobriety is required. Women entering the transitional living program must have employment or educational goals, and be willing to set aside 30% of (existing or anticipated) income for permanent housing or other self-sufficiency objectives.

House of Ruth is able to house children up to ages 18 who accompany their mothers to the shelter. Prior privacy issues have been eliminated with the design of the new shelter rooms and transitional suites that allow family members to be housed together regardless of gender or age. Children must be able to participate in a non-violent living environment.

Walk in services:

Women must have been battered by an intimate partner in order to receive services.

3. Specify conditions under which victims of Domestic Violence who otherwise appear to meet the criteria listed in #2 above may be refused services.

The principal issue must be domestic violence. If other issues are primary, such as homelessness, women are referred to a more appropriate shelter. Due to safety concerns, a woman is eligible for shelter at House of Ruth only once. If a client calls needing shelter a second time she is referred to another agency. Clients are considered on a case-by-case basis and staff will make every effort possible to accommodate battered women, including those with special needs. Decisions are also based on a client's safety, her needs and whether or not her needs can be met at House of Ruth.

The following circumstances could result in a woman in shelter being referred to another or more appropriate agency.

- Violating the safety of others by telling their batterer where they are receiving services.
- Psychological instability (suicidal, etc.).
- Actively using substance.
- Threats of violence to other residents or staff.
- Refusal to participate in program.

4. List all fees, assessments and all other cost, charges or expenses victims of Domestic Violence will be expected to pay to the program during their stay in the shelter.

All House of Ruth programs and services are free of charge. Women in the Transitional Living Program are required to save at least 30% of any income they receive for when they leave the program.

5. Provide information on the number of volunteers to be recruited and utilized in the program and the number of volunteer hours of service you expect to have donated to the program during the Contract year. Describe duties which volunteers will be assigned.

House of Ruth's 40-hour domestic violence training is presented three times a year. Approximately 25 volunteers complete each training. House of Ruth maintains a base of about 50 active volunteers. Volunteers assist with transportation, children's program, hotline coverage, and with administrative tasks. House of Ruth's Board of Directors is a volunteer board. Volunteers contribute more than 3,000 hours of service each year.

6. What other services not previously described will be provided as a part of the Domestic Violence Program?

TRANSITIONAL SERVICES

House of Ruth began providing transitional services at our Pomona outreach center in 1997 through an SHP grant from the Housing and Urban Development Department. Women living in emergency shelters, transitional shelters and unsafe living environments may access House of Ruth's transitional services program. A Transitional Services Case Manager helps the women evaluate the barriers they face in seeking permanent housing and discuss ways that the barriers can be overcome. Barriers may include no prior experience obtaining housing, no income, poor credit history, large family and/or lack of money management skills. Referrals are provided to rental assistance programs such as FEMA Rental Assistance, On Your Feet, Hope Through Housing, and Los Angeles County DPSS Permanent Housing Assistance Program. Resources for housing include local property rental agencies, newspaper listings, and research through the internet. After a woman attains permanent housing, she can continue to receive assistance and support with issues such as landlord/tenant disputes. Women are also connected to persons in the community who have household items and furnishings they wish to donate.

Employment and education counseling, and long-term career development are an essential part of the Transitional Services Program. The Transitional Services Case Manager helps the participant assess her immediate need for income, her level of education and her priorities for working on a career. Barriers that may affect the woman's ability to gain meaningful employment can include lack of skills, insufficient work experience, gaps in work history, and, if the woman has children, lack of affordable child care. Women are helped with writing a resume, conducting a job search, and are provided with tips on successful interviewing techniques. Business/Interview clothing is available and is provided to the women free of charge. Other types of assistance include enrollment in educational and employment training programs and GED preparation. Basic computer skills are provided in English and Spanish. Help with finding affordable child-care is a critical service for women with children trying to enter or re-enter the job force.

MEDICAL CARE

Many women and children arrive at House of Ruth with untreated medical issues. Clients are referred to local low cost or free medical facilities as needed. House of Ruth networks with Pomona Valley Hospital, the East Valley Community Health Services and also receives free services for clients from several area doctors and dentists. A doctor from a local medical facility arrives at the shelter every two weeks and provides all of our shelter residents with complete health checkups free of charge. House of Ruth has an informal working agreement and referral process with Tri City Mental Health Services. In addition, Tri City Mental Health Services staff will soon begin Spanish speaking counseling sessions for our clients who are participating in the CalWORKs program. Sessions will be provided at House of Ruth's outreach facility.

LEGAL ASSISTANCE

House of Ruth's legal advocate and program staff provide battered women with information on divorce, alimony, child custody, child support, and immigration issues. Trained advocates may intervene with clients through the district attorney's office, local police departments, hospitals, the courts, child protective services, welfare offices, and other domestic violence agencies. House of Ruth operates two Temporary Restraining Order clinics. One clinic is located in the Pomona Superior

Court. The other is located in the Foothill Law and Justice Center in Rancho Cucamonga. For professional legal assistance, House of Ruth refers clients to local attorneys and Legal Aid services.

SOCIAL SERVICES

House of Ruth contracts with the Counties of San Bernardino and Los Angeles to provide supportive services to battered women who are eligible for, or participating in, the CalWORKs Program. Women attempting to return to the work force are helped with eliminating barriers to self-sufficiency caused by domestic violence. We are currently colocated with DPSS in the Ontario and Rancho Cucamonga TAD offices.

All staff are mandated child abuse reporters and have primary responsibility for reporting. All staff are trained in reporting requirements and procedures. When a child abuse report is made and a worker from the Department of Children and Family Services comes to the shelter, a staff member acts as an advocate for the woman and the child. The staff member usually sits in on the interview to give the woman all the assistance and support possible and to follow-up on any concerns that might arise.

House of Ruth also refers women with special needs to appropriate agencies and groups. Women with substance abuse issues are referred to Prototypes, a local substance abuse treatment and residential program. House of Ruth and Prototypes have a long time working agreement, and are collaborative partners in the Pomona ACCESS Center. Women with mental health issues are referred to West End Family Counseling, Bilingual Family Counseling, and Tri City Mental Health. These are also long time collaborative agencies. For children with developmental disabilities, mother's are referred to Regional Centers, and ADD or ADHD support groups.

Through House of Ruth's Transitional Services Program, case managers refer women participating in the program to vocational education programs and job training programs such as the Baldy View Regional Occupational Program, GAIN, and the County CalWORKs Program. Clients are also referred to rental assistance programs such as FEMA Rental Assistance, On Your Feet, Beyond Shelter, and Hope Through Housing.

EVALUATION

House of Ruth has conducted program monitoring and evaluation activities for more than 10 years. We began with process evaluations, which included client surveys, exit interviews, observation, and the monitoring of quantitative goals. Six years ago, we began developing a process for outcome evaluation of our programs. Since that time, we have evaluated our Transitional Services Program, Children's Counseling Program, CalWORKs Supportive Services Program and the effectiveness of our Temporary Restraining Order Clinics. Along with ongoing program monitoring and process evaluation, we are currently evaluating our residential and non-residential Counseling Program, Children's Program at the shelter, and Montclair Prevention Project. Last year, House of Ruth staff conducted a community needs assessment as part of the agency's preparation for our Strategic Planning Process.

Two years ago, House of Ruth hired an Evaluation Coordinator who is now responsible for all House of Ruth's program evaluation efforts. Collection of baseline data on the clients and communities we serve include surveys, interviews, and anecdotal material. Results of evaluations are thoroughly reviewed by management staff, and used to implement programmatic changes if needed.

PASS CENTER:

Since 1999, House of Ruth has been an active member of the Pomona PASS Collaborative. House of Ruth joined with Pomona Valley Council of Churches, Catholic Charities, Prototypes, and Pomona Valley Hospital Medical Services in the operation of a one-stop center in the City of Pomona that provides a variety of services for the homeless. House of Ruth provides services to homeless women with domestic violence issues.

MONTCLAIR PREVENTION PROGRAM:

House of Ruth is in the third year of a four-year program funded by the State Department of Health Services to provide a domestic violence prevention program that "blankets" a whole city. House of Ruth chose to provide this program in the City of Montclair because of the size of the City, the diversity of the population, and our ties to the City of Montclair and the Montclair/Ontario School District, which make up the foundation of the Montclair Collaborative. House of Ruth's Prevention Coordinator was already a participating member of the Collaborative.

HOUSE OF RUTH, INC.
DOMESTIC VIOLENCE SHELTER PROGRAM BUDGET
July 1, 2003 – June 30, 2004

ATTACHMENT B

I. PROGRAM COSTS - List only those items of cost which are chargeable, in whole or part, to the program.

A. Salaries and Benefits

(1)

(2)

(3)

COST ITEM	TOTAL COST TO THE ORGANIZATION	% OF TOTAL COST CHARGED TO GRANT	COST CHARGED TO GRANT
1. Job Title: Program Director			
Salary:	\$86,562	9.24%	\$8,000
Benefits:			
2. Job Title: Children's Program Coordinator			
Salary:	38,687	20.68%	8,000
Benefits:			
3. Job Title: Office Manager/Hotline/Client Reception			
Salary:	41,155	19.44%	8,000
Benefits:			
4. Job Title: Shelter Counselor			
Salary:	29,994	26.67%	8,000
Benefits:			
5. Job Title: Residential Director			
Salary:	54,675	5.49%	3,000
Benefits:			
6. Job Title: Residential Serv. Assist.	28,922	20.75%	5,500
Salary:			
Benefits:			
SUBTOTALS	\$279,995		40,500

B. Operational Costs

(1)

(2)

(3)

(4)

COST ITEM	TOTAL COST TO THE ORGANIZATION	% OF TOTAL COST CHARGED TO GRANT	COST CHARGED TO GRANT
1. Consulting & Legal Fees	\$12,693	0%	\$0
2. Space	34,398	0%	0
3. Utilities	33,788	0%	0
4. Telephones	24,558	0%	0
5. Insurance	9,793	0%	0
6. Accounting	4,400	0%	0
7. Printing	18,555	0%	0
8. Travel	1,150	0%	0
9. Supplies	16,619	0%	0
10. Postage	5,584	0%	0
11. Training	6,841	0%	0
12. Asst. to Clients	23,942	0%	0
13. Misc.	70,576	0%	0
14. SUBTOTALS	\$262,897		\$0
15. SUBTOTALS, (A) above	\$279,995		\$40,500
16. TOTALS	\$542,892		\$40,500

II INCOME TO SUPPORT THE PROGRAM

List cash income to the organization which is allocated in whole or part to support the proposed program

(1) SOURCE OF INCOME	(2) TOTAL RECEIVED BY ORGANIZATION	(3) PERCENT TO THE PROGRAM	(4) AMOUNT TO PROGRAM
1 Presley Funds	\$40,500	100%	\$40,500
2 Program Client Fees			
3			
4			
5			
6 Total *	\$40,500		\$40,500

III CASH/IN-KIND TO MEET REQUIRED MATCH

List all cash/in-kind income which will be used to provide the required 10% match.

Attach an explanation of how the value of each in-kind item was determined.

House of Ruth's annual audit reflects donor cash amounts.

(1) SOURCE OF CASH INCOME	(2) AMOUNT NON-GOVERNMENTAL
1 Private Donors - Annual Audit	\$4,050
2	
3	
4	
5	
6 TOTAL	\$4,050
(3) SOURCE OF IN-KIND (NON-CASH) INCOME	(4) VALUE
1	\$
2	
3	
4	
5 TOTAL	\$